FSSA Technology Services
Software Update Release Notes

FSSA Technology Services has released a software update to the following product:

Crisis

This Release Notes document provides brief descriptions of the changes that occurred to this product as a result of the update. More information about these changes will be added to the *Crisis User Guide* in the CORM document library on the DDRS SharePoint website.

This document provides sections for the following update changes:

1. Change Workflow When Opening a New Episode
2. Change Workflow When Adding a New Service
3. Change Menu Items
4. Record Episode Closure Information
5. Include Field Service Directors in Initial Crisis Email

1.0 Change Workflow When Opening a New Episode

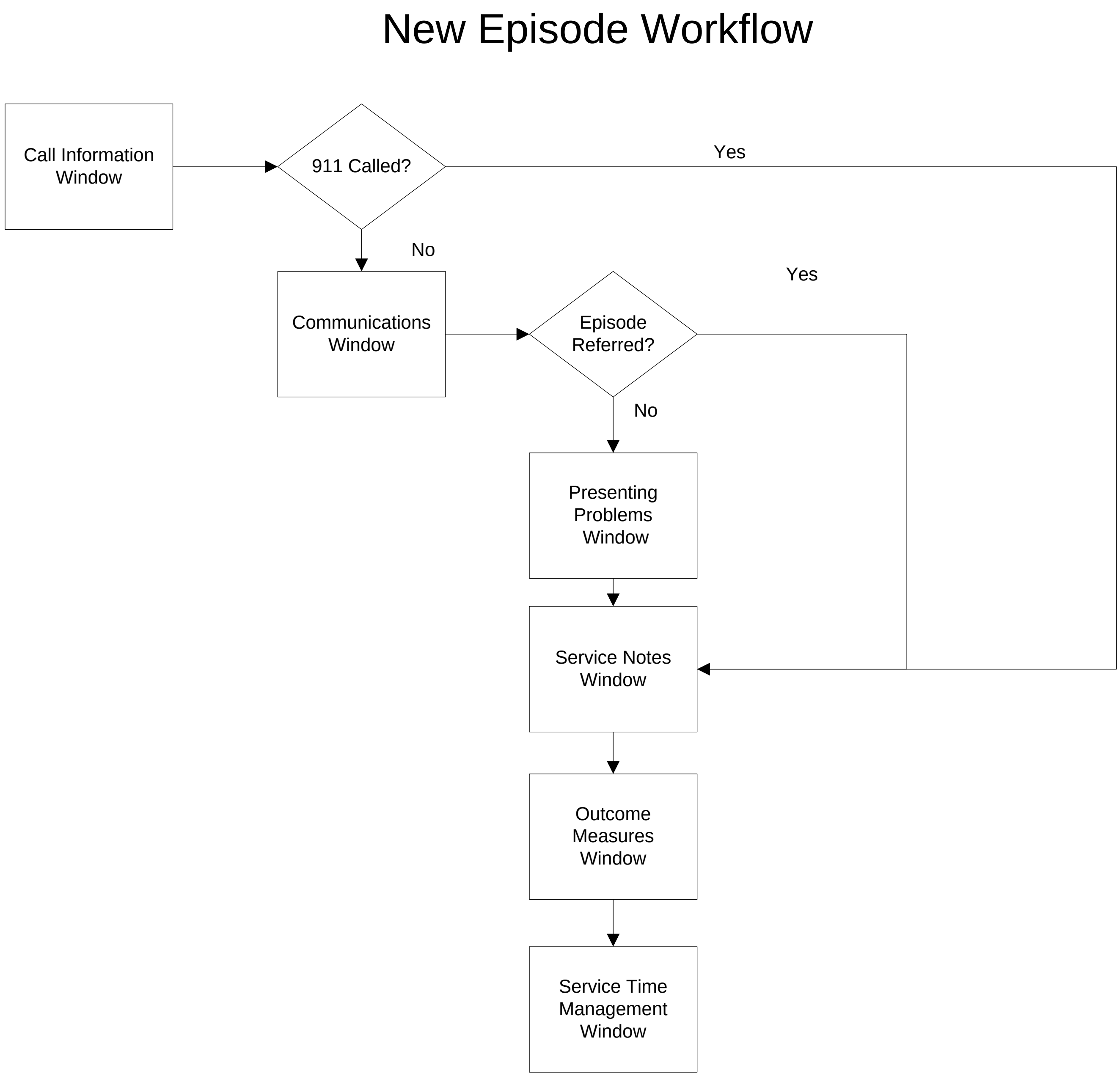
Previously, when you opened a new Crisis episode, the system displayed the **Select a Service Description** window followed by the **Call Information** window. After you completed the information in these windows, the system architecture required that you use the **Service** menu to change other information for the initial service.

Now, when you open a new Crisis episode, the system selects the 24 Hour Support service type and uses a workflow that presents the following series of windows, queries, and dialog boxes to obtain as much information as possible about the initial call:

- **Call Information** window
- **911 Called?** (Internal query)
- **Communications** window
- **Episode Referred?** dialog box
- **Presenting Problems** window
- **Service Notes** window
- **Outcome Measures** window
- **Service Time Management** window

1.1 New Episode Workflow

The following illustration shows a diagram of the New Episode workflow:

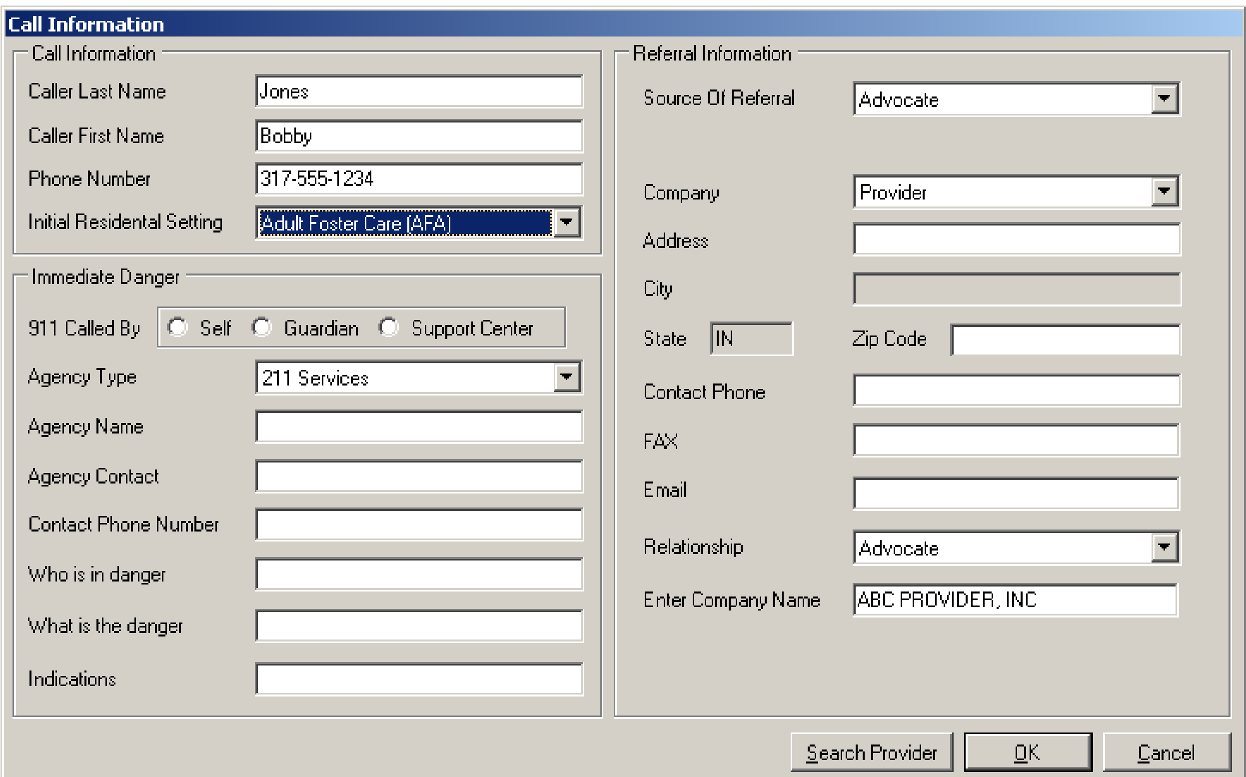


1.2 Call Information Window

This update adds, removes, and changes the location of some of the fields in the **Call Information** window. Additionally, the following fields in the **Call Information** section of the window are required before the workflow will display the next window:

- **Caller Last Name**
- **Caller First Name**
- **Phone Number**
- **Initial Residential Setting**

The following illustration shows an example of the new **Call Information** window:

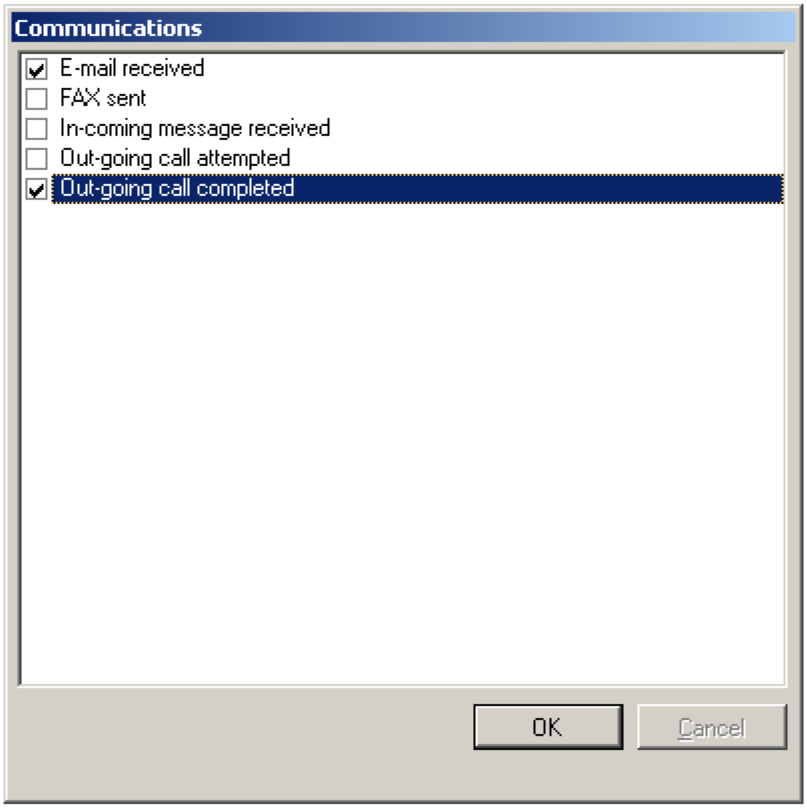


1.3 911 Internal Query

If you complete the **911 Called By** section of the **Call Information** window, the workflow displays the **Service Notes** window, thus bypassing the **Communications**, **Presenting Problems**, and **Outcome Measures** windows.

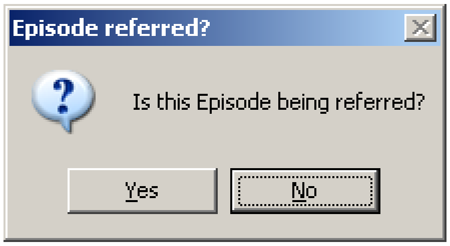
1.4 Communications Window

You use the **Communications** window to indicate the types of communication used for the service. While most initial Crisis services will result from a phone call received, other types of communication are available, as shown in the following illustration:



1.5 Episode Referred? Dialog Box

After you complete the **Communications** window, the system displays the **Episode Referred?** dialog box to determine whether the new episode is being created to address a referral issue (which should be handled by a means other than in the Crisis product). The following illustration shows the **Episode Referred?** dialog box:

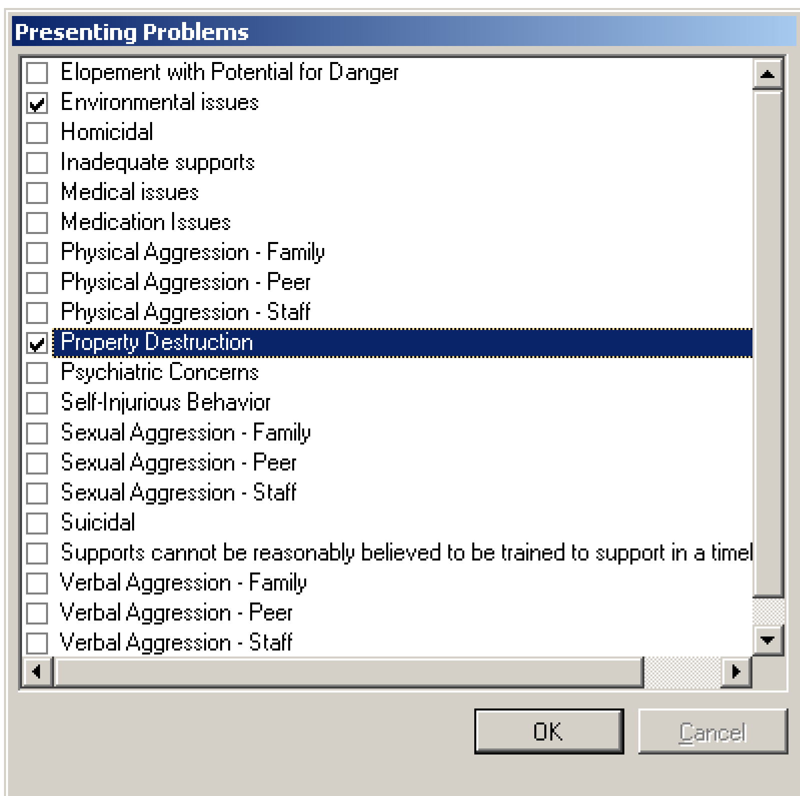


Selecting **Yes** indicates a referral episode. The system displays the **Service Notes** window, followed by the **Service Time Management** window, so that you can promptly add a note and record the time spent on the episode to prepare the episode for closure by a manager.

Selecting **No** indicates that the episode is Crisis related, and the next window in the sequence, **Presenting Problems**, appears.

1.6 Presenting Problems Window

You use the **Presenting Problems** window to indicate the issues that the consumer experienced to prompt the Crisis call. You can select multiple problems, as shown in the following illustration:

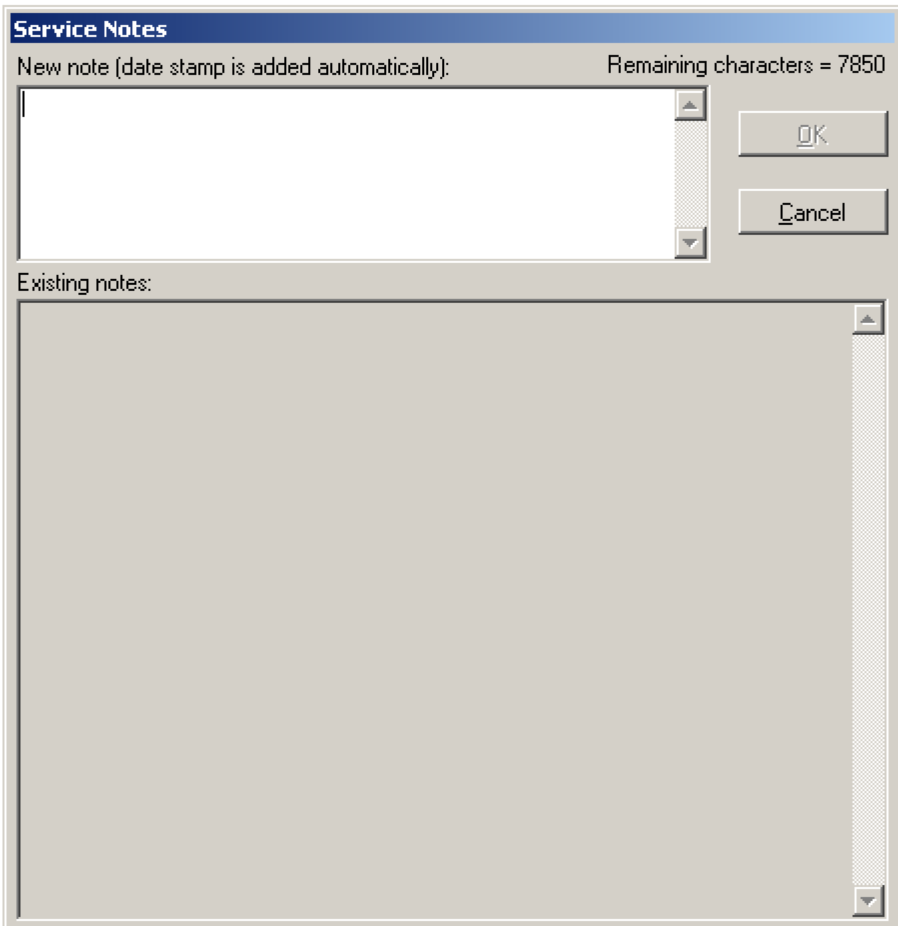


1.7 Service Notes Window

The workflow automatically displays the **Service Notes** window after one of the following events occurs:

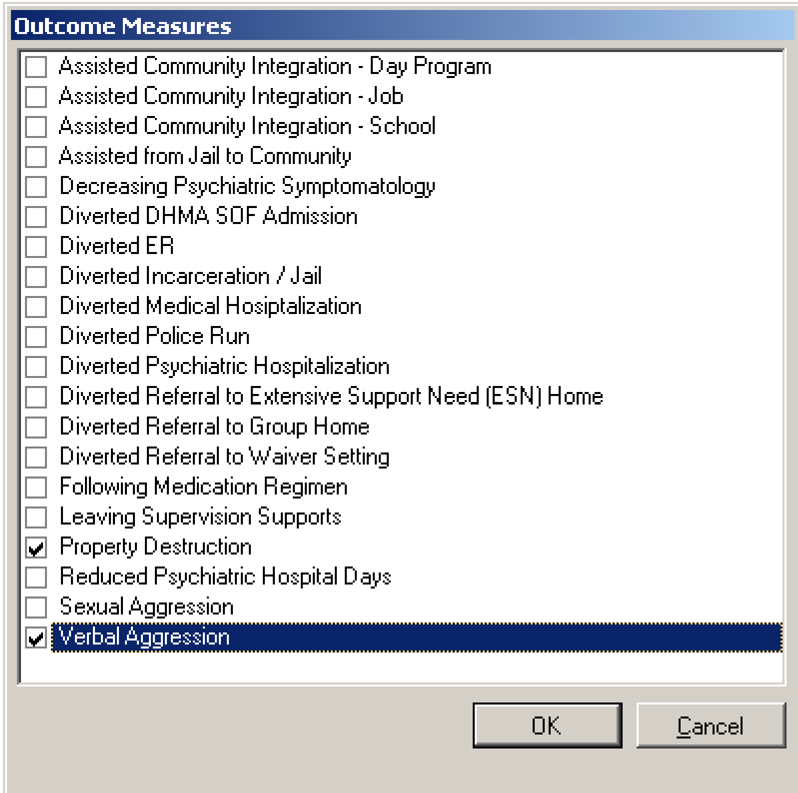
- You complete the **Call Information** window with a **911 Called By** radio button selected.
- You select **Yes** in the **Episode Referred?** dialog box.
- You complete the **Presenting Problems** window.

No changes have occurred to the **Service Notes** window - it is presented in the following illustration for continuity:



1.8 *Outcome Measures Window*

You use the **Outcome Measures** window to indicate the outcome of the situation that prompted the initial Crisis call. As shown in the following illustration, you can select multiple outcomes:

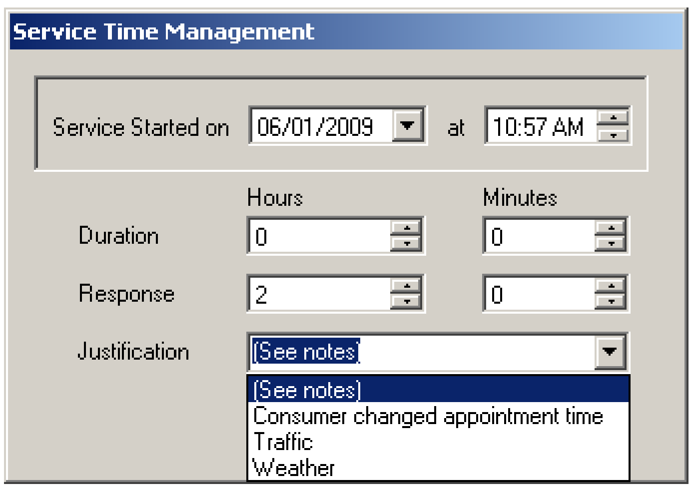


1.9 Service Time Management Window

The **Service Time Management** window is the last window to appear in the New Episode workflow. This window includes fields that you can use to set the:

- Date and time of the service
- Duration of the service
- Response time for the service
- Justification when the response time falls outside of contractual limits

The **Justification** field appears initially as inactive (grayed out), and becomes activated and required when you enter a time in the **Response** field that exceeds 30 minutes. The following illustration shows an example of the **Service Time Management** window, with the contents of the **Justification** drop-down field showing:



2.0 Change Workflow When Adding a New Service

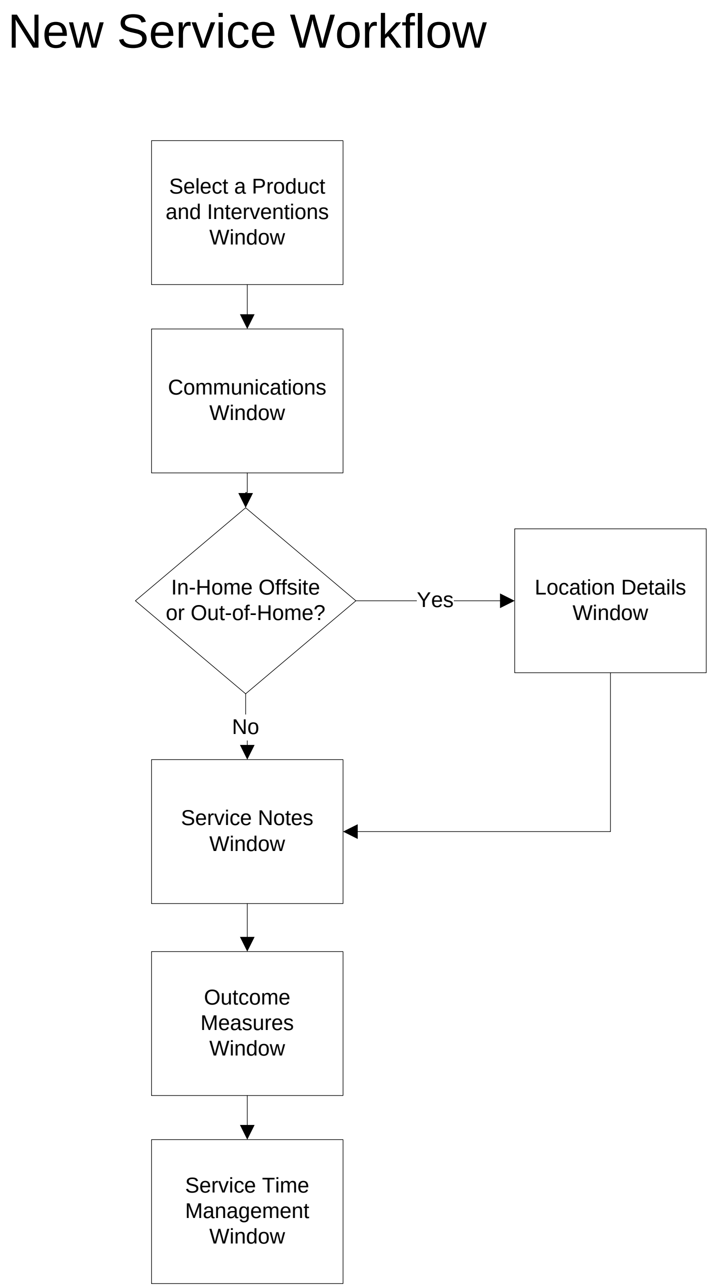
Previously, when you added a new Crisis service, the system displayed the **Select a Service Description** window. After you selected the service description, the system architecture required that you use the **Service** menu to add or change the other information for the service.

Now, when you add a new Crisis service, the system displays the **Select a Product and Interventions** window and uses a workflow that presents the following series of windows and queries to obtain additional information about the service:

- **Communications** window
- **In-Home Off-Site or Out-of-Home service type?** (Internal query)
- **In-home Off-Site** or **Out-of-Home Location Details** window
- **Service Notes** window
- **Outcome Measures** window
- **Service Time Management** window

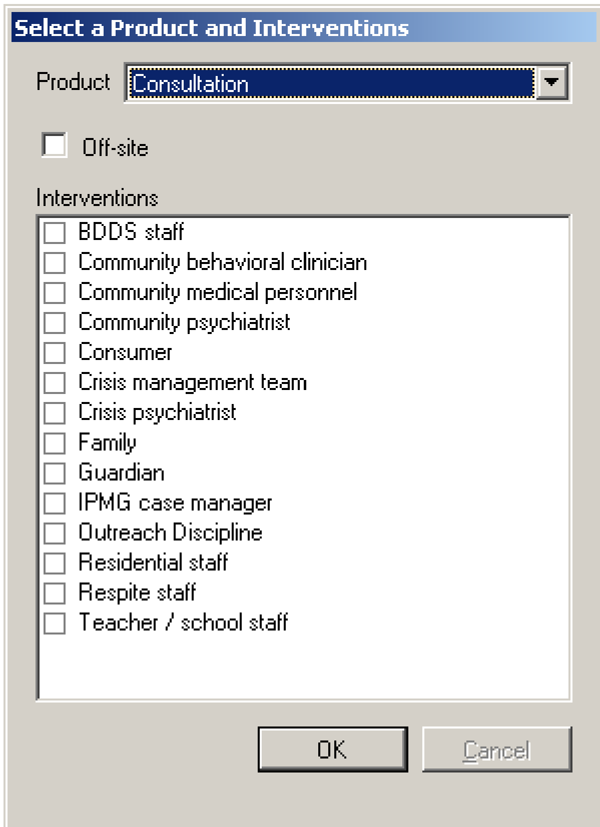
2.1 New Service Workflow

The following illustration shows a diagram of the New Service workflow:



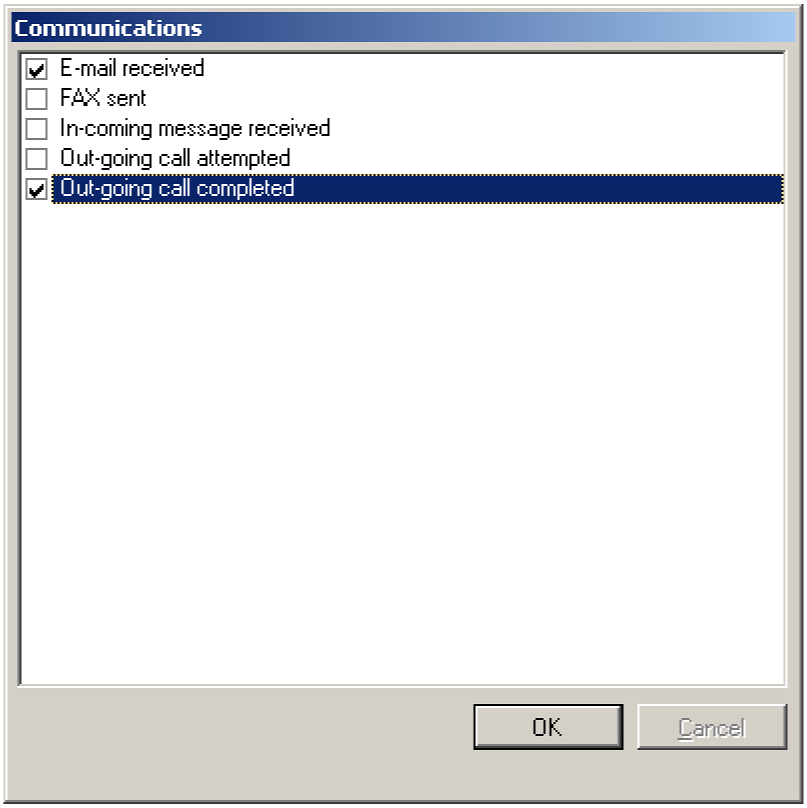
2.2 Select a Product and Interventions Window

With this update, the **Select a Product and Interventions** window replaces the **Select a Service Description** window when you add a new service to an episode. You use the **Select a Product and Interventions** window to select one product and one or more interventions for the service.The following illustration shows an example of the **Select a Service Description** window:



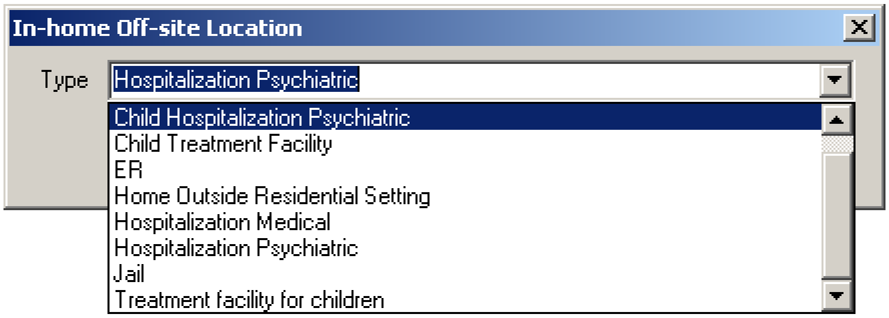
2.3 Communications Window

The **Communications** window appears after you complete the **Select a Product and Interventions** window. You use the **Communication** window to indicate the types of communication used for the service. The following illustration shows an example of the **Communications** window:



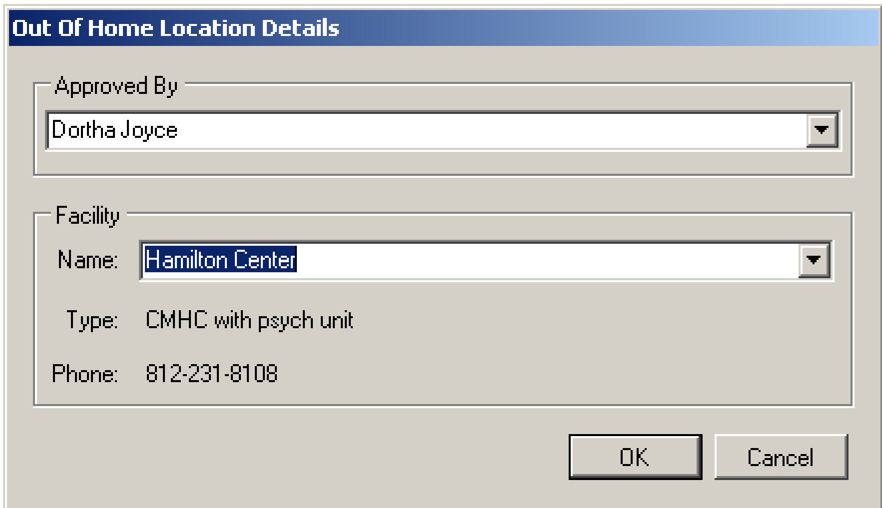
2.4 In-Home Off-Site Location Window

The **In-Home Off-Site Location** window appears after you complete the **Communication** window for an In-Home Off-Site service type. You use this window to indicate where the consumer was when the service was administered. The following illustration shows an example of the **In-Home Off-Site Location** window:



2.5 Out-of-Home Location Details Window

The **Out-of-Home Location Details** window appears after you complete the **Communications** window for an Out-Of-Home service type. You use this window to indicate who approved the out-of-home placement and basic information about the placement facility. The following illustration shows an example of the **Out-of-Home Location Details** window:



Valid entries for the **Approved By** field are:

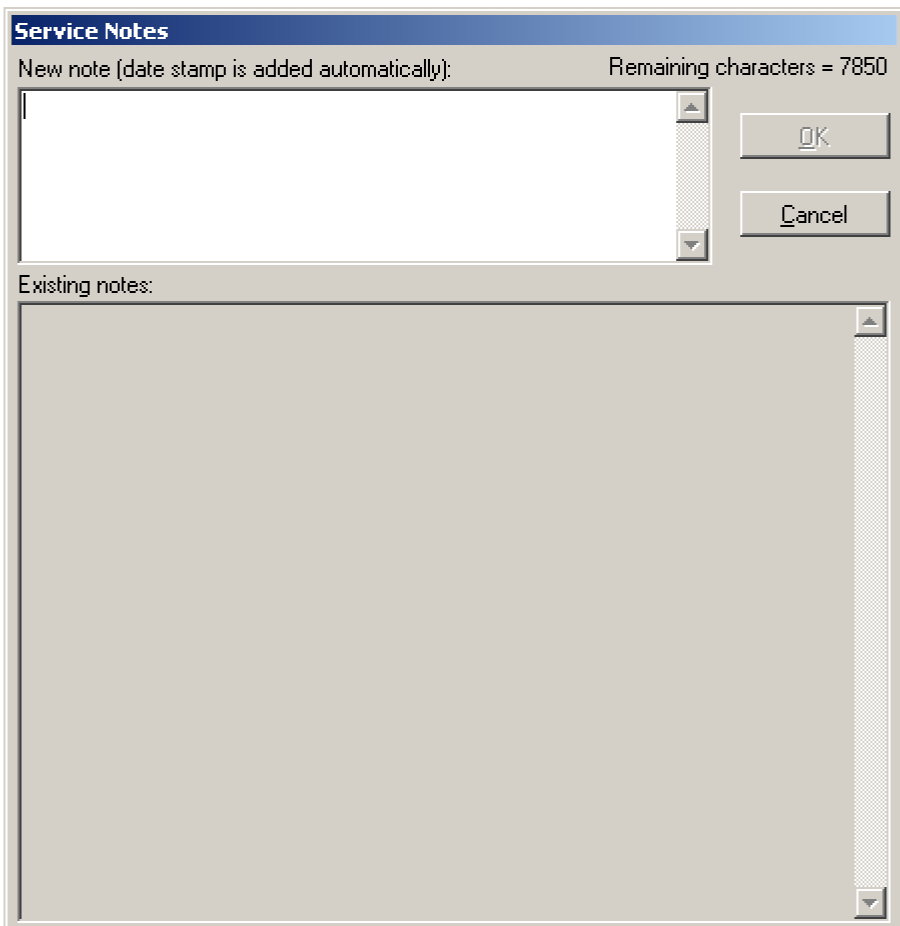
- **Randy Krieble**
- **Dortha Joyce**
- **Susan Morris**
- **Jeanette Siener**
- **Mary Ann Ruppert**
- **Kellie Calita**
- **Becky Selig**

2.6 *Service Notes Window*

The workflow automatically displays the **Service Notes** window after one of the following events occurs:

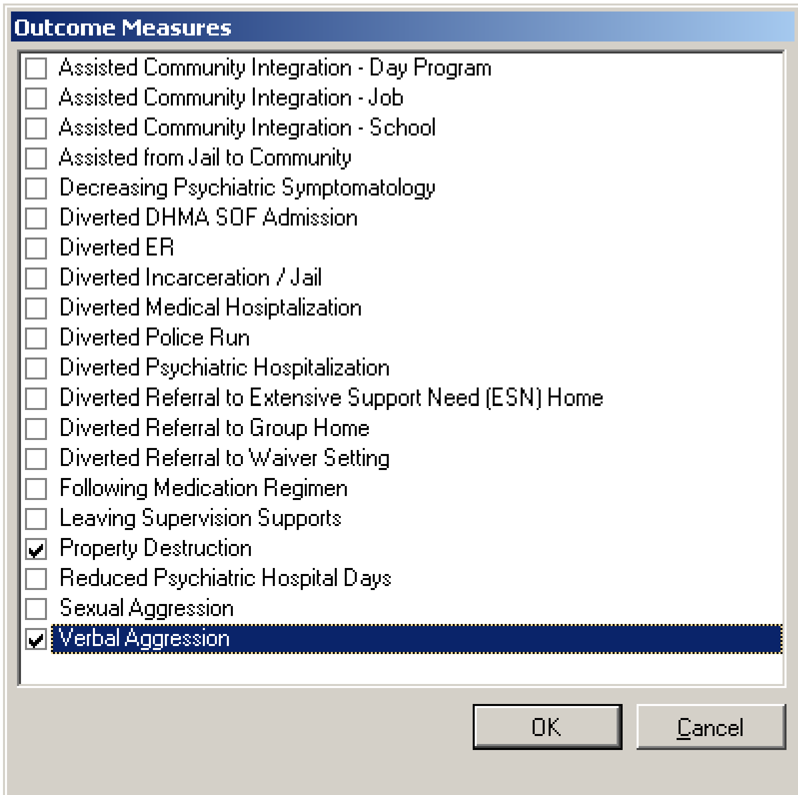
- You complete the **Communications** window for a 24 Hour Support or Follow-Along service type.
- You complete the **In-Home Off-Site Location** window.
- You complete the **Out of Home Location Details** window.

No changes have occurred to the **Service Notes** window - it is presented in the following illustration for continuity:



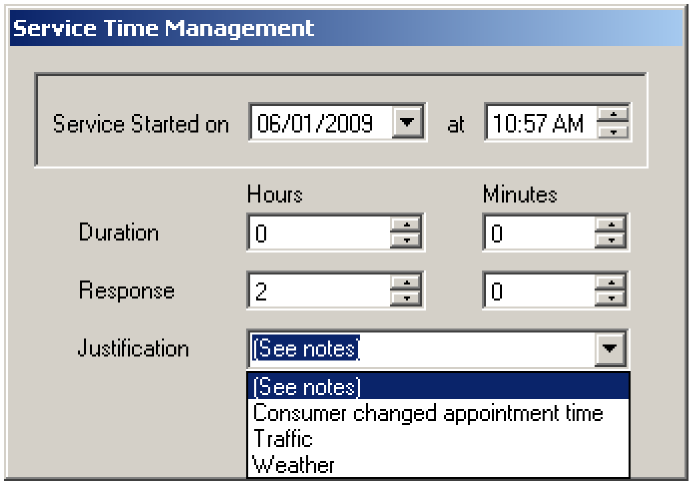
2.7 Outcome Measures Window

The **Outcome Measures** window appears after you complete the previous windows. You use this window to indicate the outcome of a service. You can select one or more outcomes, as shown in the following illustration:

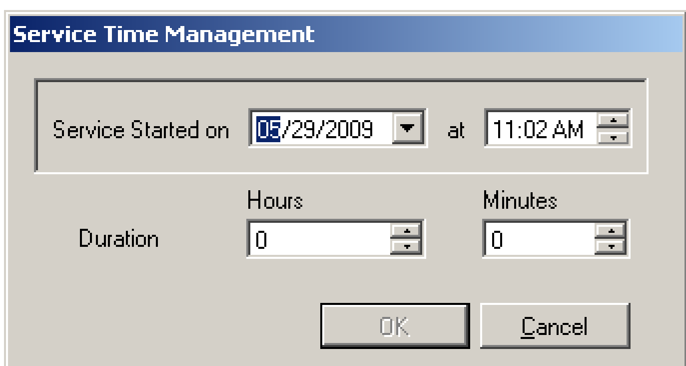


2.8 *Service Time Management Window*

After you add a note or cancel the **Service Notes** window, the system displays the **Service Time Management** window. You use this window to record the date and time of the service provided. For service types tied to contractual recording (for example, the first 24 Hour Support or In-Home service added for a consumer), the **Service Time Management** window includes fields for the response time of the service. A **Justification** field becomes active (and required) if the response time falls outside of the contractual timeframe, as shown in the following example:



For service types that are NOT tied to contractual recording (for example, subsequent 24 Hour Support services or Follow-Along services), the **Service Time Management** window omits the **Response** and **Justification** fields, as shown in the following illustration:



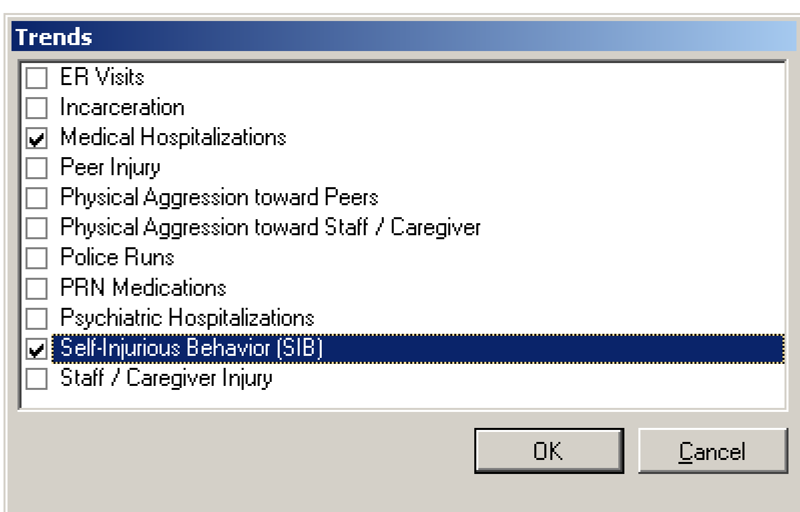
3.0 Change Menu Items

In addition to the workflows that the system uses when you open a new episode or add a new service, this update changes many of the menus on the menu bar. The following table describes the changes that occurred to the menus, and also shows the menus that have not changed.

<table>
<tr><th>Menu</th><th>Changes</th></tr>
<tr><td>Consumer</td><td>Removed the following menu:
Report – previously ran the Consumer Episodes report</td></tr>
<tr><td>Service</td><td>Removed the following menu:
Description – previously displayed the Select a Service Description window
Added the following menus:

Communications – displays the Communications window
Product/Interventions – displays the Select a Product and Interventions window
Location – Displays the In-Home Off-Site Location Details window or the Out-of-Home Location Details window, as appropriate
Outcome Measures – displays the Outcome Measures window
</td></tr>
<tr><td>Episode</td><td>Added the following menus:

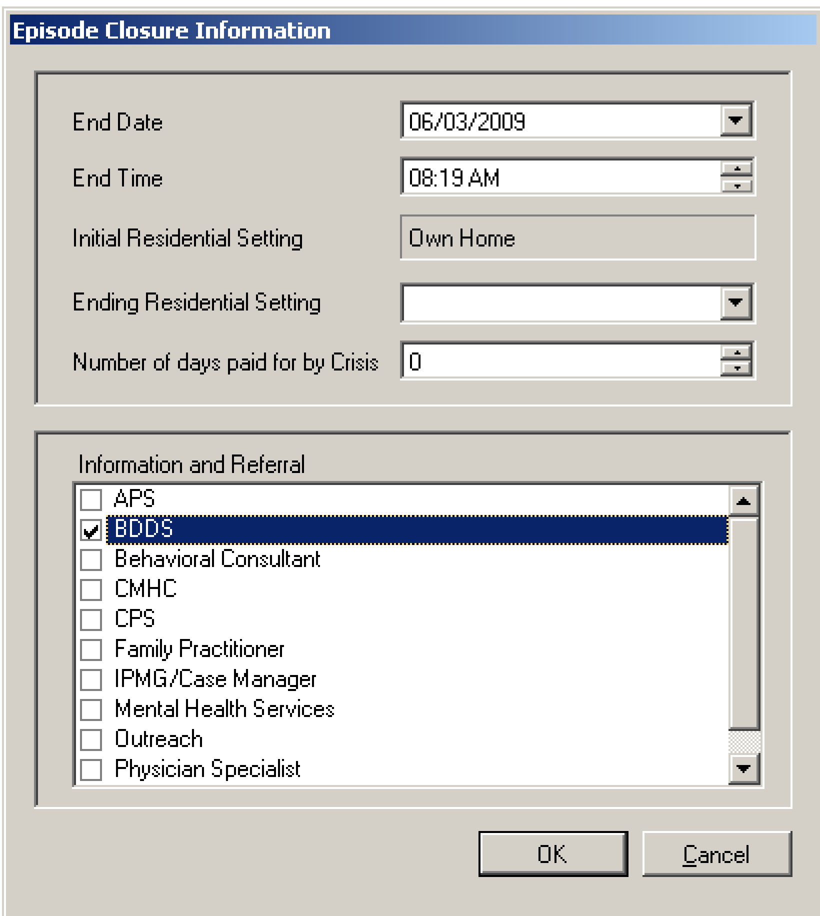
Presenting Problems – displays the Presenting Problems window
Trends – displays the Trends window, which you can use to indicate one or more trends that have been recognized in the consumer, as shown in the following illustration:


</td></tr>
</table>

Menu	Changes
Report	Added the following menu: • **Crisis Episode Notes** – runs the **Crisis Management Detail Report** that you can use to compile and print all of the service notes for a consumer.
View	No changes
Document	No changes
Help	No changes

4.0 Record Episode Closure Information (Manager Function)

With this update, the system displays the **Episode Closure Information** window when a user with the Manager role closes an episode. The following illustration shows an example of this window:



5.0 Include Field Service Directors

With this update, the system includes the Field Service Directors on the email that is sent when an initial 24 Hour Support call is received from a Crisis vendor. The system now includes individuals with the following position titles on the email:

- **Field Service Director**
- **District Manager**
- **Service Coordinator**